



REPONEN & COMPANY, P.A.
Certified Public Accountants

DANIEL W. REPONEN, C.P.A.

July 18, 2006

Mr. Kyle D. Butler
KPM Communications, Inc.
7541 Pinemount Drive
Orlando, Florida 32819

Dear Kyle:

I am writing to give you our sincerest thanks for your assistance yesterday when our phone system died. Dan Reponen was talking on the phone with one of his wealthiest and most important clients when our phones died. We were very concerned that it was going to be a difficult process to fix since we smelled smoke coming from the main unit underneath one of our desks.

You immediately contacted Dennis Taylor who was able to get to our office by 2 p.m. (this issue occurred at about 11:30 in the morning). Dennis was earlier than anticipated and was able to locate the problem and get our system up and running in about 10 minutes. Although we lost our voice mail and office attendant features until a new unit can be installed (tomorrow afternoon), we at least have our phones which are a life line in our business.

I appreciate your promptness and your professionalism in getting this issue resolved. I personally thought that we wouldn't be able to get service that quickly since we do not have a maintenance agreement and did not purchase our system from you. You provided us with excellent service for which we are grateful.

Best regards,

A handwritten signature in black ink, appearing to read 'Robbin', written in a cursive style.

Robbin B. Brophy
Senior Consultant